Mark Gallagher - Technical Author

Personal Details

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Summary

I am an experienced technical author producing manuals and help files to support hardware and software products, publishing via websites and as part of software application. I have worked both extensively as a sole author managing all aspects of the documentation process and as a member of a documentation team.

Job History

Senior Web & Technical Author - Avaya (March 1992 to March 2025)

Working for the small businesses division, I produced technical manuals, user guides and application help files for the division's hardware and software products.

Initially this was as the division's sole technical author and also included documentation and application localization. My role now is as part of a global team providing technical documentation services to the whole company.

I also worked on other engineering functions as part of the internal product testing team, customer field trial support, and through membership of product design and bug review teams.

Authoring tools currently used on a regular basis are Help and Manual, Adobe Acrobat and Visio.

Technical Author - Crosfield De La Rue (October 1987 to February 1992)

Producing user and installation manuals for control systems used with large printing presses in the packaging and newspaper industry. Responsible for all the company manuals, translation of those manuals and liaison with the manual printers.

Test Technician - British Standards Institution (September 1986 to September 1987)

Testing electrical equipment and components to a variety of national and international standards. This testing was done on behalf of both product manufacturers and for trading standards authorities. The work included both passive and destructive tests and the writing of test reports.

Nursing Assistant - South Hertfordshire Health Authority (June 1986 to August 1986)

Performing general nursing duties on a secure psychiatric unit for adult male residents.

Student - Bath University (September 1983 to June 1986)

See Education & Qualifications overleaf.

Nursing Assistant – Norfolk Health Authority (July 1982 to August 1983)

Performing general nursing duties on a psychiatric unit for adults.

Software Experience

Producing text and drawings for product documentation output as help, Acrobat and HTML files. Context sensitive help files for applications in WinHelp, HTMLHelp and Javahelp formats. Also producing context sensitive HTML for use with server based applications accessed via web browser.

Help Authoring Tools

- Help and Manual, Microsoft HTML Help Workshop and Tridion DITA XML.
- Previous experience with RoboHelp, Doc2Help, Word.

Web Editing

- Direct HTML editing - HTML4, HTML5.
- Adaption of JavaScript, PHP, Ajax and CSS stylesheets.
- Website search engine creation using Zoom Search.

Graphics

- Visio, Paint, Paint.NET.

Other Software

- Microsoft Office suite (Excel, Access, Word, PowerPoint).
- Tortoise SVN for publishing into software version control repository.
- Atlassian Confluence and JIRA as part of the Agile software development process.

Other Skills

- Regularly setup and testing of beta hardware and software on a variety of operating systems and platforms.

Education & Qualifications

BSc. (Hons) Engineering (June 1986)
- University of Bath. Degree in Mechanical Engineering specialising in product design, vibrations, structures and mechanics.

A-Levels (July 1982)
- Mathematics (A), Physics (B), Engineering Design (C).

O-Levels (July 1980)
- Mathematics, Integrated Science A & B, Technical Drawing, English, Engineering Science, Geography, Design & Technology, French, History.

Other Qualifications
- Full driving license.

Hobbies & Activities

- Science Fiction Reading - Keen reader of science fiction, fantasy and fact.
- Cycling - Keen cycle tourist, currently averaging 5000 miles per year. Regularly assist as a cycle mechanic and general helper on organised cycle holidays.